



## Frequently Asked Organization Questions about Ralphs Community Contributions Program

**Question:** I am a new organization signing up for the program. How long will it take for Ralphs to assign an NPO (non-profit organization) number and how will I be notified?

**Answer:** You will be emailed your NPO number within 5 business days of Ralphs receiving all required documentation.

**Question:** Can I give to more than one organization at a time?

**Answer:** Only one organization can be contributed to at a time. However, if you choose to give to two organizations, please change your NPO designation after 6 months and then you can give to one organization for six months and the other for six months.

**Question:** After I enroll my Ralphs rewards Card and link it to my organization, how long before my purchases start counting towards the rebate?

**Answer:** Your purchases will begin counting for your designated organization within 72 hours of signing up your card online (after the beginning date of the Term).

**Question:** How do I change my card to contribute to a different organization?

**Answer:** Just go online at [www.ralphs.com](http://www.ralphs.com), click on Sign In, click on Your Name, click on Edit Community Contributions then complete the information with your new organization number.

**Question:** How do I know my card is registered?

**Answer:** After you successfully register your card online, you will see your organization information on your profile page. It's always a good idea to print this page and keep it for your records. Also, just look on your receipt and you will see 'At your Request, Ralphs is donating to *your organization name*' within 7 business days of online registration.

**Question:** Can the Organization Coordinator register Ralphs rewards Cards for everyone in the group?

**Answer:** No. Due to our secured website format, each individual person must register his or her own card.

**Question: How to change my Organization's Address?**

*Answer:* This request must be made in writing on the organizations' letterhead. Please include the prior address and the new address and mail, email or fax to:

Ralphs Grocery Company

Attention: Gift Services

P.O. Box 54143

Los Angeles, CA 90054

Fax 1-310-884-2665 or 1-310-884-2648

[community.programs@ralphs.com](mailto:community.programs@ralphs.com)

**Question: Can I as the organization coordinator fax or mail my list of participants?**

*Answer:* No, all enrollments are processed individually through our website.

**Question: I am the new contact person at our Organization, how do I update that information?**

*Answer:* Mail, email or fax the following information for your new contact person on your organizations' letterhead: NPO#, Name, Title, Phone Number and Email Address and please include the name of the person you are replacing to:

Ralphs Grocery Company

Attention: Gift Services

P.O. Box 54143

Los Angeles, CA 90054

Fax 1-310-884-2665 or 1-310-884-2648

[community.programs@ralphs.com](mailto:community.programs@ralphs.com)

**Question: I am the organization coordinator, how do I get my quarterly reports?**

*Answer:* Quarterly reports will be emailed to the email addresses shown on the Enrollment Application or the Primary/Secondary contact already on the account.

**Question: Can I view my quarterly reports online?**

*Answer:* No. They will only be sent to the authorized coordinators via the email address on file.

**Question: How do members register if they don't have Internet access?**

*Answer:* There are a couple of options

- The public library has computers with Internet access that you can use.
- Get assistance from one of your members who has a computer.

- Your organization coordinator can request the NPO Scan bar and you can swipe the Scan bar in conjunction with your Ralphs *rewards* Card/phone number at the register to link your Card with your organization.

**Question: Privacy is important to me. What information will you share with the organizations?**

*Answer:* Due to our privacy policy your information will not be shared with anyone. Please read our Privacy Policy online at [www.ralphs.com](http://www.ralphs.com).

**Question: Does everything in my shopping cart count towards my donation to my organization?**

*Answer:* Supporters can earn donations on almost every thing, every time they shop! However, there are specific items that cannot be included such as purchases of alcohol, tobacco, pharmacy, postage stamps, gift cards, gift certificates, lottery and promotional tickets, fluid milk and milk products, fuel, CRV and Sales Tax.

**Question: As an organization coordinator, can I recruit people to sign-up with our organization at one of our public events or in front of a Ralphs Store?**

*Answer:* Unfortunately, no. This program is designed for your members, friends, supporters and family members. No solicitation to the general public is allowed.

**Question: How much does my organization earn?**

*Answer:* The ‘Term’ beginning 9/1/15 through 8/31/16 is based on a sliding scale of household monthly purchases as follows:

Up to \$200 per month of eligible purchases	1%
\$200.01 and \$350 per month of eligible purchases	2% of amount over \$200
\$350.01 and \$500 per month of eligible purchases	3% of amount over \$350
Over \$500 per month of eligible purchases	4% of amount over \$500

Ralphs Rewards Community Contributions limits their quarterly contributions to a maximum of \$500,000 to be distributed among all participating eligible organizations, and \$150 per individual Rewards Card or household. In the event that total earned contributions exceed the maximum contribution limit, Ralphs will prorate and reduce the contributions based on the total contributions earned by all participating organizations and their members.

**Question: When will my organization receive the statements and checks?**

*Answer:* The quarterly payment/donations schedule is:

Quarter 1: September 1<sup>st</sup> – November 30<sup>th</sup> – Statements and donations sent by December 31<sup>st</sup>

Quarter 2: December 1<sup>st</sup> – February 28<sup>th</sup> – Statement and donations sent by March 31<sup>st</sup>

Quarter 3: March 1<sup>st</sup> – May 31<sup>th</sup> – Statement and donations sent by June 30<sup>th</sup>

Quarter 4: June 1<sup>st</sup> – August 31<sup>st</sup> – Statement and donations sent by September 30<sup>th</sup>

**Question: Why do my members have to re-register if they were already participating prior to September 2015?**

*Answer:* The Community Contributions Program is evaluated every year and changes are considered based on the success of the program. By making a one year commitment to Ralphs, Ralphs is also making a one year commitment to you, the organization and your members. It also gives each organization an opportunity refresh their membership by spreading the word to new members and keeping the previous members informed about any changes to the program.